

All agencies will ensure COOPs specifically address the additional challenges of a pandemic as follows:

- Identify essential services, as defined in planning assumptions.
- Identify critical tasks, as defined in planning assumptions, and classify those critical tasks by those that would be self supporting and those that would be tasked to a supporting agency during a pandemic.
- Identify numbers of staff needed to support essential services and emergency operations.
- Identify non-essential services that will likely be suspended in rank order.
- Develop plans for cross-training staff to support delivery of essential services and emergency operations.
- Establish a chain of command for pandemic operations that is at least **five** levels deep, and for key management positions, establish succession at least **three** levels deep.
- Adopt and or implement the following policies:
 - Personnel reporting
 - Telecommuting / Alternate Work Site
 - Critical or essential staff
 - Develop and review, with staff, protocols necessary for limiting the spread of illness.
- Identify numbers and types of critical supplies, such as personal protective equipment (PPE).
- Develop an internal communications plan to address employee concerns.
- Develop an external communications plan for customers.
- Outline protocol for ensuring continuity of payroll services.
- Develop plans for suspension of non-essential services and redirection of workforce including cross-training staff members.
- Exercise agency COOP and rectify any identified shortfalls.
- Outline provisions for continuity of technology to ensure interoperability with other systems, and to allow for redundancy, security and capacity to handle increased use.
- Enhance laptop capability and/or ensure Virtual Private Network (VPN) employees (if telecommuting becomes necessary).
- Test communications systems regularly.
- Develop plans for ensuring office/building closure or security.
- Update agency personnel attributes for potential support for critical tasks or to provide support to other agencies in the delivery of their essential services.